
Appendix 4B
Washington Department of Licensing
Transportation-Related Oversight Measures

***Washington Department of Licensing
Transportation-related Performance Measures
Oversight Measures Classification Summary***

Introduction:

This document summarizes the primary oversight measures that are reported and/or used by the Department of Licensing to describe and manage transportation-related services.

Sources:

DOL's Oversight Measures were extracted from the following sources:

AAI = State of Washington Agency Activity Inventory for Agency 240: Department of Licensing (for the Appropriation Period 2005-07, Activity Version 2005-07 Carry Forward Level)

GOV = Performance Agreement between the Department of Licensing and the Governor of the State of Washington, July 2004 – June 2005.

Goals and Objectives Key:

Statewide Results Areas (from the Agency Activity Inventory)

I = Improve the safety of people and property

II = Improve the economic vitality of businesses and individuals

III = Improve the ability of State Government to achieve its results efficiently and effectively

Goals (from the DOL Strategic Plan)

A = Set new levels of excellence in customer service and satisfaction

B = Prevent physical injury and fatalities

C = Prevent crime and property loss

D = Collect revenue to support transportation, law enforcement, and mobility of goods and services

E = Help businesses thrive

Objectives (from the DOL Strategic Plan)

- 1 = Identify and license qualified drivers, vehicles, businesses and individuals practicing key professions.
- 2 = Ensure compliance with safety standards by conducting audits, investigations, background checks and inspections.
- 3 = Apply penalties when standards are not met. Restore privileges, such as reinstating licensure, when standards are achieved.
- 4 = Educate and share information with citizens.
- 5 = Collect and administer revenue.
- 6 = Administer activities effectively.

Key to Measure Classification (by Column):

- (1) Workload and/or Volume Measures: “W” indicates workload measure, “V” indicates volume measure, and “O” indicates other types of non-performance measures.
- (2) Revenue Generation & Budget Measures: “B” indicates budget measure and “RG” indicates revenue generation measure.
- (3) Customer Perspective Measures: “SA” indicates service attribute measure, “IR” indicates image and reputation measure, and “SO” indicates social outcome measure.
- (4) Process Perspective Measures: “C” indicates efficiency (cost/unit) measure, “Q” indicates effectiveness (quality) measure, and “T” indicates timeliness measure.
- (5) Learning and Growth Perspective Measures: “ED” indicates employee development measures, “TD” indicates technology development measures, and “CD” indicates cultural development measures.

WA Department of Licensing Transportation-Related Oversight Measures	Source	Section	Goal/ Objective	(1) Workload/ Volume Measures	(2) Revenue Generation & Budget Measures	(3) Customer Perspective Measures	(4) Process Perspective Measures	(5) Learning/ Growth Measures
Information technology (IT) policy development, implementation, security administration, privacy protection, and operational integrity of 149 IT applications linked to 95 data bases of 25 million client records with 238 electronic interfaces to individual citizen records.	AAI	SD	6	W				
Verification and update of driver records for 20,000 suspensions for DUI convictions annually.	AAI	DLS&R	B,C,2,3	W				
Verification and update of driver records for 69,000 DUI arrests annually.	AAI	DLS&R	B,C,2,3	W				
Verification and update of driver records for 993,000 citations annually.	AAI	DLS&R	A,1,2	W				
Verification and update of driver records for 30,000 uninsured accidents annually.	AAI	DLS&R	B,C,1,2,3	W				
Respond to 4,000 telephone calls and 200 emails weekly from citizens inquiring about their driving records.	AAI	DLS&R	A,4	W				
Registration of 3.2 million voters, partnering with the Secretary of State's Office.	AAI	ELC	III	W				
Registration of 747,000 organ donors, a best practice for other states.	AAI	ELC	III,6	W		SO		
Receive 2,400 allegations of suspected license fraud or identity theft annually.	AAI	PCE	I,C,D,4,6	W				
Receive, research and respond to 48,000 photo and informational requests, and 840 photomontages requests from law enforcement annually.	AAI	PCE	I,III, A,C,6	W				
1,200 hearings for habitual offenders who have accumulated multiple moving violations leading to increased civil penalties.	AAI	PDPD	I.2	W				
550 Financial Responsibility hearings for accidents without the required insurance.	AAI	PDPD	I,2,3	W				
Hearings to restrict the driving privileges of 170 drivers for medical reasons that impair their ability to safely operate a motor vehicle.	AAI	PDPD	I,B,2	W				
(Conduct) 60 fraud hearings.	AAI	PDPD	I,C,2,3	W				

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Conduct 18,000 hearings (what kind?)	AAI	PDPD	I,C,2,3	W				
Registration and monitoring of 566 instructors and 162 driving schools and training sites annually to ensure that minimum curriculum requirements are met to properly educate and develop the driving skills of 64,000 new vehicle drivers.	AAI	PCOM	II,2,4	W				
22,500 knowledge tests and 7,000 motorcycle skill tests conducted annually.	AAI	PCOM	1	W				
Process 20,000 business tax returns annually.	AAI	AFX	D,5	W				
Process 52,000 licensing transactions for approximately 26,000 IRP registered vehicles annually.	AAI	AFX	1	W				
License 3,600 IFTA accounts.	AAI	AFX	1	W				
Conduct 400 field audits annually to ensure compliance and uniformity with prorate and fuel tax statutes.	AAI	AFX	D,2,5	W				
Process and issue 20,000 prorate and fuel tax refunds annually.	AAI	AFX	A,6	W				
Investigate over 2,000 customer and business complaints annually.	AAI	ARF	I,B,C,2	W				
Conduct 1,300 investigations and over 2,300 inspections, certifications and technical assistance visits to ensure compliance with the laws governing vehicle and vessel dealers and manufacturers.	AAI	ARF	I,B,2	W				
Conduct 359 audits of vehicle and vessel dealerships.	AAI	ARF	I,B,2	W				
Document and record approximately 6 million registrations, including 600,000 mandatory license plate replacements, two million certificates of ownership (titles) for motor vehicles, and title and register over 260,000 vessels annually.	AAI	AVV	6	W	RG			
Percent of code completed and ready for testing (Unisys re-platforming).	GOV		III,A,6	W				TD
Percent of requirements completed – National Motor Vehicle Title Information System (NMVITIS).	GOV		II,A,6	W				TD
Number of tribal fuel tax agreements renegotiated.	GOV		II,D,5	W				
Number of Internet transactions performed.	GOV		III,A,6	W			C	TD

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Collection of \$3 billion in transportation revenues each biennium.	AAI	SD	D,5		RG			
Accounting services for the collection, sourcing and distribution of \$1.5 billion of state and local revenues annually.	AAI	SD	D,5		RG			
Collection of \$45.8 million in revenue annually from issuance of driver licenses and identification cards.	AAI	ELC	D,5		RG			
Collection of \$468,000 in revenue annually from Commercial Driver Schools.	AAI	ELC	D,5		RG			
Collect in excess of \$1.3 million in revenue.	AAI	PDPD	D,5		RG			
Collect approximately \$1.9 billion in fuel taxes per biennium.	AAI	AFX	D,5		RG			
Collect \$43.8 million in Washington commercial vehicle registration fees	AAI	AFX	D,5		RG			
Collect and transmit \$12 million to other IRP jurisdictions.	AAI	AFX	D,5		RG			
Recover over \$4 million each biennium in unpaid taxes.	AAI	AFX	D,5		RG			
Collect \$4.4 million in revenue from dealer license fees per biennium.	AAI	ARF	D,5		RG			
Generate \$9.2 million in combination of revenue for state and recovered/returned money to customers during the biennium.	AAI	ARF	II,A,D,5		RG			
Collect fines in excess of \$600,000 for violations charged during the biennium.	AAI	ARF	I,D,3,5		RG			
Collect \$708 million for the Motor Vehicle fund.	AAI	AVV	D,5		RG			
Collect \$33.4 million for the General Fund from vessel registration.	AAI	AVV	D,5		RG			
Collect \$125.3 million in vehicle excise taxes.	AAI	AVV	D,5		RG			
Collect \$74.3 million for the Monorail project.	AAI	AVV	D,5		RG			
Collect \$328 million for the Department of Revenue in use tax.	AAI	AVV	D,5		RG			
Sell 82,000 (original and renewal) personalized plates annually.	AAI	AVV	D,5		RG			
Issue 108,000 license plates with special designations for universities, Law Enforcement Memorial and others, collecting and depositing the funds for identified organizations.	AAI	AVV	D,5		RG			

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Reduction in vehicle fatalities.	AAI	DLS&R	B,1,2,3			SO		
Reduction in the NHTSA fatality rate per 100 million vehicle miles traveled.	AAI	ELC	I,B			SO		
Reduce the number of truck-related fatalities by 41 percent by 2008	AAI	ELC	I,B			SO		
Improve the percentage of suspects apprehended for identity crimes.	AAI	PCE	I,II,C,4,6			SO	Q	
Wait time for citizens seeking services in licensing offices of under 20 minutes (on average)	AAI	ELC	III,A,6			SA		
Reduce financial loss to small businesses due to drivers license fraud.	AAI	PCE	I,C,D,4,6			SA		
Prove online access and customer services 24 hours a day, offering 41 forms online.	AAI	ARF	A,4			SA		
Provide a wide variety of online services through Internet Payment Option services, enabling 24/7 customer convenience, with over 420,000 online vehicle and vessel renewals processed in a 12 month period.	AAI	AVV	III,A,6			SA		TD
Enable 7,700 Internet users per month to access forms online.	AAI	AVV	III,A,6			SA		
Reduction in the number of busy calls (call center).	GOV		III,A,6			SA		
Reduction in the number of abandoned calls (call center).	GOV		III,A,6			SA		
Percent increase in the number of Internet transactions.	GOV		III,A,6			SA	Q	
15,700 DUI hearings which must be processed within 60 days.	AAI	PDPD	I,2				T	
Conduct a DUI hearing within 60 days of the incident.	AAI	PDPD	I,B,C,3				T	
Reduce the paperwork burdens for fuel tax licensing, reporting, and payment of fuel taxes for interstate motor carriers.	AAI	AFX	II,A,E,6				Q	
Reduction of administrative DUI sanctions dismissals to 25% or less.	GOV		I,C,3				Q	
Percent of transactions processed by the NMVITIS.	GOV		III,A,6				Q	
Utilization of hearings officers statewide.	GOV		III,B,3				C	
Reduction in the manual processing of motor carrier forms (target = 70%).	GOV		III,6				C	
Calls per FTE (call center).	GOV		III,6				C	
Self-serve calls (call center).	GOV		III,A,6				C	

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Human resources services for 1,224 employees, including employee development and training (10,000 hours).	AAI	SD	6					ED, CD
Number of participants completing Leadership 1 Training.	GOV		III					ED
Progress in preparing Leadership 2 Training curriculum.	GOV		III					ED